

New World Workforce Management

Infor

Report Abstract

July 2022

By DeeAnna Warrington

Principal Analyst

NelsonHall

11-pages

Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
 - 3.1 Industry Solutions
 - 3.2 Languages
 - 3.3 Support Services
 - 3.4 Product Integrations
 - 3.5 Recent Enhancements
4. Delivery Capability
 - 4.1 Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is This Vendor Assessment For?

NelsonHall's New World Workforce Management profile on Infor is a comprehensive assessment of Infor offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Workforce Management and identifying vendor suitability for Workforce Management RFPs
- Vendor marketing, sales, and business managers looking to managers developing strategies to target service opportunities and benchmark themselves against their peers
- Financial analysts and investors specializing in the Workforce Management sector.

Key Findings & Highlights

NelsonHall's vendor assessment analyzes Infor's offerings and capabilities in Workforce Management services.). Infor, founded in 2002 and headquartered in New York, NY, is a provider of enterprise software solutions. It offers several business platforms, including ERP, CRM, HR, Finance, Supply Chain, and numerous vertical-specific offerings (including automotive, healthcare, industrial, retail, public sector, and hospitality). Infor has ~17k employees supporting ~90k clients across ~175 countries across its business.

Originally founded under the name Agilysis, it built its portfolio of ERP offerings primarily through several acquisitions, including Infor Business Solutions (February 2004), and began focusing on industry-specific solutions. Infor changed its name from Agilysis to Infor Global Solutions in September 2004. Infor continues to primarily target markets and solutions by industry vertical.

Infor began expanding its portfolio to include Workforce Management capabilities with its acquisition of Workbrain in 2007 (a leading workforce time and attendance and scheduling solution at the time). The Workbrain product was first developed in 2003.

As part of its HR technology suite, it offers the Infor Workforce Management product alongside its Infor HCM product. Infor's HR products were typically sold separately, and its HCM product was traditionally sold more into the healthcare and public sector verticals. Its Workforce Management software was primarily sold to retail and manufacturing companies. In the last few years, it has cross-sold more products where HCM is now being positioned to its manufacturing clients, and its Workforce Management product is growing in adoption across its healthcare client base. Notably, ~60% of Infor's Workforce Management clients still have not adopted its HCM suite, leaving the potential for further cross-selling opportunities.

In April 2020, Koch Industries, Inc. (Koch) completed the acquisition of Infor from Golden Gate Capital. Infor had been a critical component of Koch's technological transformation. Koch companies made ~\$26b in technology-related investments in the previous six years, and Koch was already a key investor in Infor. It first became an Infor investor in 2016 and also was a large customer. It implemented Infor solutions across its businesses, covering human resources, ERP, supply chain, asset management, and finance.

Before Koch became Infor's parent company, it selected Infor's HR solution to modernize its key human resources processes. In late 2019, through Infor and Deloitte Consulting's partnership, Koch rolled out Infor's Workforce Management and HCM applications to its 130k users spanning 70 countries and eight languages. Infor has established the capability to deliver Workforce Management software to 71 countries supporting 21 languages through this major deployment.

This profile primarily focuses on Infor's New World Workforce Management capability. Infor has ~250 Workforce Management clients servicing ~5.5m users.

Scope of the Report

The report provides a comprehensive and objective analysis of Infor's Workforce Management services offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

New World Workforce Management Assessments also available for:

ADP

Deputy

Quinyx

SD Worx

Shiftboard

TCP

UKG

WorkForce Software

About The Author

DeeAnna Warrington is a Principal Research Analyst at NelsonHall and an HR Technology & Services practice member. She has global responsibility for HCM technology, workforce management, and health & welfare administration.

DeeAnna is a highly experienced HR Specialist with 15 years of experience across various industries such as finance, wealth management, health insurance, healthcare, retail & sales, and real estate. She has significant experience in HR business operations and technology, acting as a consulting project manager to match organizations with HR software and service providers.

DeeAnna can be contacted at:

- Email: deeanna.warrington@nelson-hall.com
- Twitter: [@DeeAnnaW_NH](https://twitter.com/DeeAnnaW_NH)



About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the ‘art of the possible’ in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall’s research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

Boston

Riverside Center, 275 Grove Street,
Suite 2-400, Newton
Massachusetts 02466
Phone: +1 857 207 3887

London

Unit 6, Millars Brook,
Molly Millars Lane,
Wokingham, RG41 2AD
Phone: + 44(0) 203 514 7522

Paris

4 place Louis Armand,
Tour de l'Horloge,
75012 Paris
Phone: + 33 1 86266

Copyright © 2022 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall’s clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.